

FFAVORS WEB Ordering & Receipting Guidelines

Ffavors Web Manual – Help Option / Main Page

Website:

<http://www.fns.usda.gov/fdd/ffavors.htm>

Log on to Ffavors Web:

ID & PASSWORD

Select: ORDERS

- ☐ Place a New Order
- ☐ Select Delivery Date
 - **Use the drop down box to insure correct date selection**
- ☐ Go Shopping
- ☐ Select Items to Order
- ☐ Add Items to Cart
- ☐ Proceed to Checkout
- ☐ **CONFIRM ORDER / PRINT WITH CONFIRMATION #**

Select: CHANGE OR DELETE A PENDING ORDER

- ☐ Modify Order
- ☐ Change quantity requested
- ☐ Update Cart
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- ☐ Add New Item(s)
- ☐ Add Items to Cart
- ☐ Proceed to Checkout
- ☐ **CONFIRM ORDER / PRINT AS NEEDED**

Select: VIEW AN ORDER

- ☐ This option gives you the ability to view current and previous orders placed in Ffavors.

Select: RECEIPTS

___ Please check your order carefully when your delivery arrives.

___ You may return an item(s) that do not meet quality standards.

___ Insure all produce returned and/or shortages are documented on your delivery ticket.

___ If you are unable to check in your produce at time of delivery, you have 24 HOURS to complete notification.

___ **Email any discrepancies/issues**

___ When requesting CREDIT, please do NOT throw away any item.

___ The vendor will identify whether to hold product for pick up, or to discard.

___ Enter changes, if any.

___ Use your reason codes (drop down box) to identify the change.

Remember when changing the quantity you must identify a reason for the change. Total cost of your order and will update as wekk as updating your Entitlement balance at the same time.

___ Receipt order within 48hrs of delivery.

___ Process pending receipt. Print as needed.

*****PLEASE REMEMBER THAT RECEIPTING IS MANDATORY FOR EACH DELIVERY.**

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